

Privacy Statement

The PPI Group is an organisation that is, by nature, personal information-intensive. We rely on comprehensive and accurate personal information about our members and other people with whom we deal. We collect information from members and non-members so that we can provide you with our services, manage our relationship with you, communicate with you effectively and identify which of our services will best suit your needs. We have robust systems and procedures in place to protect your privacy whenever we collect, store, use or disclose your personal information.

What kind of personal information do we collect?

Personal information, including sensitive information, that the PPI Group collects and holds includes, but is not limited to:

- Members' official and preferred names, titles, post-nominals, personal awards, address, telephone, e-mail and facsimile contact details (private and business), date of birth, gender.
- Members' qualifications, occupation, employer information, areas of practice, areas of interest, details of complaints and disciplinary action.
- Financial details including credit card numbers, bank account information and financial status of membership.
- Information required to nominate members for external committees, honours and awards.
- Information from persons who participate in the PPI Group sponsored seminars, conferences or other events and programs.

How we collect your personal information

We collect most personal information direct from you, for example, when you fill in an application for admission, readmission, concession or direct debit or an application to attend an activity. Information may also be collected direct from you when you deal with us personally, over the telephone, send a letter, or visit the web site.

Information is collected from you when you stand for election for a position on National Executive, Special Interest Group, a Committee or constituent group. Information is also collected from you when you participate in a PPI Group survey.

There may be occasions when a third party provides information about you, such as when you are nominated for an honour or award, or when a complaint is made against you.

We also collect information about members and non-members who register for the PPI Group events, seminars and conferences.

How we use your personal information

We will use your personal information to provide you with a particular product or service and to contact you about matters pertaining to membership of the PPI Group. This includes (but is not limited to) the following:

Assessing membership applications.

Processing payments of applications.

Making decisions relating to nomination or election to a position on Executive, Special Interest Group or other constituent group.

Providing membership services such as the PPI Group eNews and other member benefits.

Inviting you to partake in PPI Group and SIG events, technical seminars, professional development activities and networking activities.

Contacting committee members to distribute business papers.

We may use your personal information for purposes related or ancillary to the main reason we collect it, such as:

Internal accounting and administration.

Regulatory reporting and compliance.

Helping us to identify and inform you about other services that may be of benefit to you

In the event of a complaint against you we use personal information provided to us to investigate the complaint.

As a not-for-profit organisation, the PPI Group needs to enter into sponsorship arrangements with third parties from time to time. This allows us to keep membership fees at a low level, and to provide a greater range of services. When we enter a sponsorship agreement, we may use your personal information to provide you with information about products, services and promotions offered by our sponsors.

Disclosure of your personal information

The PPI Group may disclose personal information and sensitive information as defined by the Privacy Act, held about you to:

A membership committee/ board or panel to assess applications and investigate complaints.

Members authorised to vote on candidates elected to office bearing positions and judging committees for awards and honours.

Members on the same Committee or group.

A person or agency when you are nominated for an honour or award.

We do not disclose a member's mailing details (i.e. name and address) to any organisation except to the Secretariat to invoice members.

With your consent, we disclose your membership status of the PPI Group to third parties. Third parties include employers, statutory authorities, customers or members of the public. Third parties could ask for confirmation of your membership or currency of membership.

The PPI Group may disclose personal information when we contract out specialised functions and activities. These may include printing of renewal invoices, membership cards, and arrears notices, and conference information. We may also provide names and addresses to a mailing house to mail information to you. In these situations, we prohibit the third parties from using personal information about you except for the specific purpose for which we supply it.

The PPI Group makes certain lists publicly available. For instance, if you are an office bearer on Executive or a Chapter Committee, we disclose personal information such as name and contact details through various means, either through publications, websites or verbally to members of the public.

We treat all personal information held about you as confidential. This applies except where disclosure of your personal information is compelled by law, in the public interest, or with your consent.

Accuracy of your personal information

If we have accurate personal information about you, it enables us to provide you with the best possible service. We take reasonable steps to ensure that your personal information is accurate, complete and up to date whenever we collect or use it.

If you find that the personal information we hold about you is inaccurate, incomplete or out of date, please contact us immediately. Alternatively, you may correct this yourself through the member services section of the website.

Access to your personal information

You may access limited personal information through our secure member section on our website. Alternatively, on request, we will provide you with access to your personal information. Your request will be dealt with in a reasonable time and we may charge you a small administration fee for sending the information to you.

Security of your personal information

The PPI Group protects any personal information that we hold about you from misuse and loss. We protect your privacy by restricting access to your personal information to those staff or authorised office bearers who need it, either to process information or to provide you with membership services. Our staff and office bearers are responsible for handling personal information in accordance with the Privacy Act.

Your personal information may be stored as hardcopy documents, or as electronic data. We maintain physical security over our paper and electronic data stores and premises. We also

maintain computer and network security. For example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to computer systems.

The PPI Group will keep your information for as long as it is needed to provide you with the products and services you have requested from us. We will take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

Resolving your concerns

If you believe that the privacy of your personal information has been compromised, you are entitled to complain. If you have a complaint forward a written complaint to:

The Privacy Officer
PPI Group
PO Box 6825
ST KILDA RD CENTRAL VIC 8008

A written complaint must include a return address, and identify the conduct that is the basis for the complaint. There are no fees for lodging a complaint.

1 February 2007